Governing Body

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GB.312/PFA/6/1

Programme, Financial and Administrative Section
Programme, Financial and Administrative Segment

PFA

SIXTH ITEM ON THE AGENDA

Information and communication technology questions: Progress on IT infrastructure investments

Overview

Summary

This paper describes the progress made so far on the information technology investments approved under the Special Programme Account and the Programme and Budget for 2012–13.

Policy implications

None.

Legal implications

None.

Financial implications

None.

Decision required

The document is submitted for debate and guidance.

Follow-up action required

None.

Author unit

Information Technology and Communications Bureau (ITCOM).

References to other Governing Body documents and ILO instruments

GB.306/PFA/12/3, GB.306/PFA/ICTS/1, GB.310/PFA/3.

Introduction

1. In line with the Information Technology (IT) Strategy approved by the Governing Body at its 306th Session (November 2009), a review of the ILO's IT infrastructure [1] was submitted through the Information and Communications Technology Subcommittee in November 2010. [2] Proposals were approved under the Special Programme Account (SPA) in March 2011 [3] complemented by provisions of the Programme and Budget for 2012–13. The infrastructure investments are intended to transform IT usage in the Office. Eleven ambitious sub-projects have been identified for implementation over a five-year period.

2. The infrastructure transformation project has an implementation timeline of five years, with estimated funding of US$20.7 million. Of that sum, US$6 million in investments is funded from the SPA while ongoing costs are built into the programme and budget. Ongoing costs in 2012–13 consist of US$1.9 million in equipment maintenance and licences, plus US$3.8 million in Internet connectivity costs in regional budgets.

3. A list of the sub-projects included in the infrastructure transformation project and their respective timelines is presented in table 1. Progress during 2011 is summarized in table 2.

Table 1.   Infrastructure transformation timeline

Project component	Start year/quarter	End year/quarter
Perform minimal upgrade to the existing data centre facility	2011/1	2012/3
Rationalize and consolidate server hardware	2011/3	2012/2
Perform minimal storage upgrades and accompany data growth	2011/3	2012/2
Replicate data at International Computing Centre (ICC) disaster recovery site – cold standby	2011/1	2012/3
Internet/Intranet hosting infrastructure overhaul	2012/1	2012/3
Split infrastructure hosting between two hosting sites to extend availability possibilities	2012/1	2015/2
Upgrade connectivity in the regions	2012/1	2012/4
Migrate to Windows Server for file, print and authentication	2012/2	2013/2
Migrate to email as service	2013/1	2013/4
Single Identity management	2013/3	2014/3
Move IT hardware and systems to a commercial data centre	2013/1	2014/1
Full data centre outsourcing (service provision as well as hosting)	2014/1	2015/1

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[1] GB.306/PFA/12/3, paras 24 and 30; GB.306/PFA/ICTS/1.

[2] GB.309/PFA/ICTS/1.

[3] GB.310/PFA/3.

Table 2. Progress with infrastructure transformation sub-projects

Project component	Comments	Status
Perform minimal upgrade to the existing data centre facility	Obsolete network and inadequate electrical cabling replaced. Old cabling will be removed by December 2011. New UPS implemented. All Primary Data Centre servers will be located in earthed racks by December 2011	On target
Rationalize and consolidate server hardware	Server virtualization is at 75 per cent of what is possible. Obsolete server hardware (18 per cent of servers) is being removed from the data centre. With the exception of three legacy systems all other obsolete servers will be under support contracts by mid-2012	On target
Perform minimal storage upgrades and accompany data growth	Purchase of a Storage Area Network (SAN) extension for ITCOM's primary and disaster recovery (DR) data centres is under way. A new tape library was also purchased and implemented in a secondary data centre (in accordance with audit recommendations)	Completed ahead of schedule
Replicate data at ICC disaster recovery site – cold standby	All SAN data is being replicated to ICC. ITCOM is now in contact with other departments to move their data onto the SAN and provide cold standby to them	On target
Internet/Intranet hosting infrastructure overhaul	The infrastructure has been configured and tests have been ongoing during the summer. Expected implementation date: September 2011	Completed ahead of schedule
Upgrade connectivity in the regions	A purchasing template and evaluation criteria have been drafted and distributed to assist field office support staff to standardize their bidding documents and prioritize needs	On target
Migrate to Windows Server for file, print and authentication	Specifications will be drafted in the last quarter of 2011. A request for proposals (RfP) will be launched at the start of 2012	On target
Migrate to email as service	Specifications will be drafted in the first quarter of 2012. An RfP will be launched mid-2012	On target

Project governance

4. Following evaluation recommendations, the Information Technology and Communications Bureau is establishing a Project Management Office to ensure that IT projects are managed in a manner that consistently reflects good practices regarding project planning, risk management, change management, scope management, communication and value for money. The Project Management Office will support the infrastructure transformation project in all these areas, among others.

5. As part of an overall review of internal governance arrangements, a new information and communications technology governance structure will be established before the end of 2011. It will include oversight of the Project Management Office and all major projects, including the infrastructure transformation project.

Geneva, 30 August 2011